

## **The Division of Disability and Rehabilitative Services**

### **Quarterly Update October, 2011**

#### **National Disability Employment Awareness Month (NDEAM)**

The celebration of National Disability Employment Awareness Month (NDEAM) heightens awareness of Americans with disabilities while recognizing their contributions to both the workforce and society. The 2011 theme, Profit by Investing in Workers With Disabilities, emphasizes the rich diversity and talent that workers with disabilities bring to the workplace. For the month of October, the Rehabilitation Services Administration and the U.S. Business Leadership Network (USBLN) plan to work in partnership to highlight success stories to promote NDEAM. For additional resources please visit:

<http://www.dol.gov/odep/pubs/ndeam2011poster.htm>

#### **State Employment Leadership Network (SELN)**

As part of Indiana's Employment First Initiative, BDDS became a member of the State Employment Leadership Network (SELN), which brings states together to improve employment outcomes for people with developmental disabilities.

Upon joining the SELN, BDDS participated in a site visit and qualitative review, which focused on assessing Indiana's current employment practices and strategies, and will assist with development of employment work plan goals. Indiana since received a Findings and Observation report from SELN that will assist in developing a work plan to outline key steps or strategies for accomplishing desired employment goals. The SELN project team will assist the state core team to develop the work plan.

The work plan will offer guidance and a working set of goals and finite activities that can serve as a blueprint for its efforts to improve the quality and accessibility of employment supports statewide.

In addition, BDDS and VRS have streamlined the referral process to ensure more individuals have the opportunity to explore employment services

#### **Employment First Initiative Demo Sites**

Sub-committees have met and developed proposals and have collaborated with DDRS to identify specific focus areas. Base line data has also been gathered on each demo site and will continue to be gathered to measure success.

#### **Bloomington**

The Bloomington group is finalizing a training for case managers, and will be developing a general training for consumers, families, providers, educators and other individuals around the employment initiative. Once the material is finalized, the group will work with DDRS on rolling out the training in various formats. Stakeholders are involved in the group including BDDS, VR, DOE, IPMG, IIDC, and providers.

**South Bend**

The South Bend group has met with DDRS to review its proposal that focuses on increasing referrals of students with developmental disabilities from the South Bend School Corporation through the next school year. They will also increase the amount of referrals of individuals currently in BDDS services by working with case managers as well as local employment providers including Logan Industries. The group has moved forward with the proposal and has begun meeting quarterly to ensure open communication, continued progress toward their goal, and to identify and solve any problems that may arise. Participants include VR, BDDS, IPMG, DOE, and providers.

**Marion**

The Marion group has met with DDRS and is in the process of developing a transition coalition by working to identify potential members and meeting to discuss the details of collaboration between service providers and case management. The group met in late August to discuss issues, share program information as well as discuss ways to improve outcomes. The group has also developed a procedure for case managers to utilize an Employment First approach at interdisciplinary team meetings. Participants include VR, BDDS, IPMG, providers and self-advocates.

**Evansville**

The Evansville group has developed an electronic job board for local employment providers with 10 providers currently participating. The group is also developing a letter, to be released in phases, to inform individuals currently on the wait list for VR services. Participants include BDDS, VR, IPMG, providers, and the DOE.

**Kokomo**

The Kokomo group has developed a survey for Employment First for transition meetings and quarterly case manager meetings as to use as part of the discussion of community employment. The group has also proposed a web site that would allow individuals, teachers, administrators, DSPs, Employment Specialists, and potential employers' access to interested employees. This web site would serve as a bridge of communication opened up through identification of employment as a priority area. DDRS is exploring ways to develop the web site. Participants include representation from VR, BDDS, IPMG, providers, the Autism Society and DOE.

**Staff Updates**

Jeanette Siener is now the State Line and Facility Based Services Director in the Bureau of Developmental Disabilities Services. Jeanette has worked for the state for 25 years. Recently she was the Southern Field Director for the Bureau of Developmental Disabilities Services. She is a graduate of Purdue University.

Matt Rodway has accepted the position of Field Service Manager overseeing Districts 1,2,4, & 5. Matt has worked in the field for nineteen years as both a direct service provider and management staff. He has worked for the State of Indiana for the last eight years as both a Service Coordinator and District Manager.

Holly Wimsatt has accepted the position of Field Service Manager overseeing Districts 3,6,7, & 8. Holly received her Bachelor's Degree from Indiana University and has worked in the field for 24 years. She has worked for the State for the last eight years as both a Service Coordinator and District Manager.

Richard Propes has accepted the position of BDDS District 5 Manager. Richard received his Bachelor's Degree from Martin University and is currently working on his Master's Degree from Earlham College. He has worked in the field for 14 years in both mental health and management positions. Richard has worked for the State for the past four years as a Service Coordinator for BDDS in District 5

Tammy Harris has transferred to the State Line Services unit as a Program Director. Her primary responsibility will be reviewing state line budgets. Recently Tammy worked in the BDDS waiver unit. She attended Western Kentucky University and IUPUI majoring in special education and has worked for the State for seven years.

## **DDRS Web site Additions**

### **Provider Information**

To allow individuals the opportunity to view all approved providers and their information, BDDS is currently working on creating provider information pages to be included on the DDRS web site. Each provider page will include provider contact information, approved services, date of service approval, and counties of service.

### **DDRS Waiver Manual**

A DDRS Waiver Manual has been developed and will soon be posted on the DDRS web site. The manual will provide an array of useful information to assist individuals, families, support teams, case managers and providers with waiver-related processes.

## **Policy Update**

### **Public Comments**

Public comments for the most recent policies posted have been received and are under review. The finalized policies will be posted after the comments are reviewed.

### **460 IAC 6**

DDRS will be accepting public comment on the proposed changes to 460 IAC 6 on October 27, 2011. Oral testimony will begin at 10 a.m. in Indiana Government Center South, Conference Room 2. Formal notice was provided on September 22, 2011 and more information about the meeting can be found on the [FSSA Events and Training Calendar](#).

## Bureau of Developmental Disabilities Services (BDDS)

### Quarterly Provider Meetings

The following are the dates and locations for the quarterly provider meetings.

- D1- 10/28 9am- 12:00 pm Regional Mental Health Facility, 8555 Taft Street, Merrillville, IN 46410
- D2- 10/26 10:30am-12:30pm South Bend Main Library Colfax Auditorium, 304 S. Main St., South Bend, IN 46601
- D3- 10/24 10:30 -12:00 Allen County Public Library, 900 Library Plaza, Fort Wayne, 46802
- D4- 10/21 1pm Ivy Tech 815 Tacoma Dr., Greencastle, IN 46135
- D5- 10/19 10am-12pm Conference Room 17 at IGC, 402 W. Washington St., Indianapolis, IN, 46204
- D6- 10/25 10am Kennedy Branch Library Meeting Rm., 1700 W McGalliard Rd, Muncie, 47304
- D7- 10/31 10-12 local time (11-1 Indianapolis time) Evansville-Vanderburgh Public Library 200 SE Martin Luther King Blvd. Evansville, IN 47708
- D8- 10/27 10-12p Jackson County Public Library, 303 W Second St, Seymour, IN 47274

### Waiver Amendments

#### Support Services Waiver

The Support Services Waiver Amendment effective April 1, 2011 was approved by the Centers for Medicare & Medicaid Services (CMS) on August 1, 2011.

Amendment Highlights:

- The time limitation on Prevocational Services was removed
- Prevocational, Community and Facility Based Habilitation allowable ratios were changed to group sizes mirroring those found in the Developmental Disability (DD) Waiver Amendment
- Allowable activities under Community Based Habilitation were also changed to mirror the DD Waiver Amendment
- The lifetime cap on Vehicle Modifications was corrected to accurately reflect the longstanding limit of \$7,500 (Note: the DD and Autism Waivers continue to have limits of \$15,000 for Vehicle Modifications)

#### Developmental Disability (DD) Waiver

As required by 2011 legislation, the DD Waiver is being amended to reflect the following:

- Replacing the States' use of the term "mental retardation" with "intellectual disability"
- Modification of priority criteria for priority entrance into waiver services
- Removal of reference to the former Community Residential Facilities Council
- Addition of accreditation requirements for habilitative day service providers

In addition to legislated changes, the DD Waiver is being amended to reflect:

- Changes to the complaint process

- Changes to the level of care process
- Clarifying the definition of relative/related
- Clarifying limitations on the hours of service relatives may provide

## Objective Based Allocation (OBA)

### OBA Data

From January through December 2011, there were 7,478 total OBA anniversary allocations released. Of those, 4,235 (57%) decreased, 3,126 (42%) increased and 117 (2%) stayed the same.

## State Line funded Services

### Service Definitions and Policies

DDRS is the process of updating service definitions, policies and rates. They will be brought into line with waiver services definitions, policies and rates wherever possible.

### Residential Living Allowance (RLA)

By June 30, 2012, RLA budgets must be brought into compliance with the guidelines listed in the September 1, 2010 RLA policy. Effective immediately, no new RLAs will be approved that exceed the stated guidelines. Individuals/guardians and providers will be receiving additional communication on this topic soon. The policy, including the guidelines, can be found here:

[http://www.in.gov/fssa/files/Residential\\_Living\\_Allowance.pdf](http://www.in.gov/fssa/files/Residential_Living_Allowance.pdf)

## Supervised Group Living (SGL)

### SGL Data

From April 1, 2011 to August 31, 2011 there have been 114 Individuals Referred to Providers. Of those, 30 (26%) individuals have transitioned into placement, 10 (9%) are currently making visits to a specific group home or awaiting a move date into the home and 74 (65%) have not been accepted by a provider for a variety of reasons though all have been referred to multiple providers. As of September 21, 2011 there are 100 SGL vacancies statewide, 48 male openings and 52 female openings.

### Survey

If an Indiana State Department of Health (ISDH) survey results in citation of W197, W198, W407, Immediate Jeopardy and/or conditions of participation are out, BDDS may be contacting the provider to review and consult on the plan of correction.

### Level of Care (LOC)

**Reminder** - Level of care (LOC) is re-determined when significant changes occur, findings from ISDH that would cause DDRS to perform a level of care review include: changes to medical/ behavior/ supervision needs, transition activities and W197, W198, W407, etc.

### **Licensure Process**

Starting in January, 2012, the annual licensure process will be tied to the ISDH Time Limited Agreement (TLA) renewal date. SGL licensure renewal will coincide with the renewal date of the TLA. Providers will be receiving additional communication regarding this change soon

## **Bureau of Quality Improvement Services (BQIS)**

### **DDRS Policy Clarification**

The [DDRS Human Rights Committee \(HRC\) Policy](#) effective Feb 21, 2011 establishes the expectation that providers will operate HRC's. While DDRS will continue to facilitate an HRC, this committee's purpose is limited to review of cases with extenuating circumstances whereby the local HRC has been unable to render a decision. DDRS is requesting all providers that have behavior support plans meeting this requirement to complete the [DDRS Human Rights Committee Submission Form](#), and send the identified documentation when submitting a request to DDRS. Otherwise, providers are expected to either facilitate their own committees, or collaborate with other providers to review proposed behavior support plans that include restrictive interventions or that limit an individual's human rights.

### **BQIS Comprehensive Survey Tool Reviews**

Effective September 30, 2011, BQIS will no longer be conducting the individual-specific Comprehensive Survey Tool (CST) reviews. Instead, DDRS has implemented a more case record specific review at the BDDS District Offices. Providers should be aware that BQIS/Liberty surveyors will continue the survey process to complete any CST reviews started, but not closed by September 30, 2011. Therefore providers remain responsible for addressing issues identified in open reviews, including developing and validating corrective action plans as requested. DDRS will be amending its HCBS waivers to change the data source for performance measures related to service plan implementation from the CST to the case record reviews.

## **Bureau of Rehabilitation Services (BRS)**

### **Vocational Rehabilitation Services (VRS)**

#### **Employment Outcomes**

There have been 371 more people with disabilities who have obtained successful employment outcomes as the result of Vocational Rehabilitation Services since October 1, 2010 as compared to the same time in the previous federal fiscal year. There are currently 4,271 people with a successful outcome compared to 3,900 a year ago, which is a 10% increase.

**VRS Customer Satisfaction Survey**

Every customer who exits VRS has an opportunity to complete a satisfaction survey. The survey consists of a set of 15 questions and that address matters related to the types of services received, the way customer was treated, and their employment results. Each question is rated on a five point scale.

Of those surveys that have been returned, customers rate their experiences as above average. Customers consistently rate their experiences with their counselors and service providers as good or very good. Fringe benefits associated with their jobs rated lowest, although still above average. The VR Commission is considering some modifications to the data collection system to better pinpoint where issues occur in the VR program, or where VR excels.

**Corporate Development Unit (CDU)**

VRS Corporate Development Unit (CDU) continues with many first of their kind initiatives with forward thinking partners like Walgreens, ACS, and ADEC.

The joint VRS/Walgreens statewide hiring initiative has started rolling out in 22 designated pilot stores around the state and has already expanded to all Evansville area stores. This collaborative has appointed Single Point of Contacts (SPOCs) for the Walgreens store managers; have provided store managers and staff with disability awareness training, and hires have started in stores where positions are available.

ACS, a call center located in Anderson, contacted the CDU requesting assistance in locating and prescreening qualified candidates due to an immediate need to hire 400 additional staff. CDU staff, VR field staff, and community partners from the Anderson area attended a facility tour and meeting with the General and HR managers of the facility and will continue to work together over the next several months to take advantage of this opportunity.

CDU would like to recognize the work of ADEC in northern Indiana with their work as SPOC for Dometic that has resulted in 19 hires at the Dometic facility. ADEC is a great example of what can be achieved when a SPOC builds a long term relationship with a company through hiring initiatives. Dometic will be ramping up hiring again this fall and CDU looks forward to hearing about more successful hires.

Finally, CDU is on track to meet or exceed the goal of 100 individuals hired through CDU partner companies in 2011. The unit has realized 71 hires for the calendar year.

**White Cane Safety Day**

October 15, 2011 is White Cane Safety Day which celebrates the achievements of people who are blind or visually impaired in the United States. It also reminds people how the white cane is an important tool in helping the blind or visually impaired live with greater independence.

**DISABILITY MENTORING DAY OCTOBER 19, 2011**

The American Association of People with Disabilities (AAPD) Disability Mentoring Day (DMD) Program is a national job-shadowing and career exploration program designed to link students and jobseekers with disabilities to employers interested in hiring people with disabilities. The theme for the 2011 DMD national launch is Transition to Independent Futures, focusing on the importance of education, employment, and independent living for people with disabilities.

AAPD coordinates the national DMD through a network of more than 350 volunteer coordinators. DMD coordinators are responsible for local DMD programs and share information about their programs at [www.DisabilityMentor.net](http://www.DisabilityMentor.net).

## **First Steps**

First Steps would like to thank the System Point of Entry staff and Providers for all of their hard work in SFY 2011. Strong partnerships and commitment to the First Steps system and the families served have resulted in the successful implementation of many program changes. A few major accomplishments include:

- Delivering service to over 24,000 children and their families
- Approval of 42 agencies
- Enrollment of over 1,400 individual rendering providers

In addition to implementing the many program changes, First Steps continues to meet Federal requirement as determined by the Office of Special Education Programs (OSEP).